

YEAR-LONG WORKFORCE TRAINING BOOSTS SALES, CREATES JOBS

ABOUT SHAMROCK TECHNOLOGIES INC. For nearly 75 years, Shamrock Technologies has been the innovator and pioneer in developing tribological additives—materials to resist rubbing, abrasion, and wear, providing slip or low coefficient of friction. Located in Newark, New Jersey, Shamrock's materials are found in inks and coatings, thermoplastics, lubes and greases, elastomers, personal care products, and many more applications. The company employs 91 people in New Jersey and has over a half million square feet of manufacturing operations at six facilities on three continents.

THE CHALLENGE. Shamrock wanted to improve the competency and leadership skills of its supervisors, increase operational efficiency, and resolve difficult factory floor issues. The company also wanted to reinforce its focus on maintaining quality and build the skills of those who interface with Shamrock's clients. CFO Joe Shade connected with the New Jersey Manufacturing Extension Program (NJMEP), a NIST MEP affiliate, as a result of a telemarketing call. A manufacturing extension agent from NJMEP agreed to meet with key personnel from production, engineering, safety, quality, and administration, and found that while a number of courses were offered to the company 5-7 years ago, there was a desire for more.

MEP CENTER'S ROLE. NJMEP identified Shamrock as an excellent candidate for a New Jersey Department of Labor (NJDOLE) Skills4Jersey Grant, and assisted with the application process. Once the grant was approved, 35 employees participated in trainings over the course of one year, including: Supervisory Training (Part 1 & 2); GMP (Good Manufacturing Practices) Awareness; Lift Truck Safety; Hazcom; Internal Auditor Training; Developing Customer Service Skills; Six Sigma Employee Awareness; Root Cause Analysis- 7 Step; and Total Productive Maintenance (TPM).

Plant Manager Nick Neuberg explained the results: "The company has seen overall improvement with the competency and leadership skills of supervisors, managers and high performers, which is the result of the supervisory skills training. Shamrock Technologies has also witnessed additional uptime of key equipment, which is the result of the TPM training. The employees are now able to address factory floor issues as soon as possible via Root Cause Analysis. Quality has improved which has added business from the Six Sigma training, and our employees are working safer after receiving the safety refresher courses." Shamrock is increasing sales, investing in new products, processes and equipment, and creating jobs.

"The Skills4Jersey Training has put Shamrock in a wonderful position to build stronger customer relationships and will enhance Shamrock's reputation as a customer-friendly, easy-to-do-business-with organization."

-Nick Neuberg, Plant Manager

RESULTS



\$500,000 in new sales



5 new jobs



\$500,000 invested in new products & processes



\$300,000 invested in plant equipment



Cost-savings of \$24,000

CONTACT US



2 Ridgedale Avenue
Suite 305
Cedar Knolls, NJ 07927



(973)998-9801



www.njmep.org



NJMEP